

## Service Agreement Statement



This is an agreement between



You as an NDIS Participant

And



When signing your Service Schedule for your supports, you are also agreeing to all information included in this Agreement.

# Easy English Service Agreement Statement

## Service Schedule

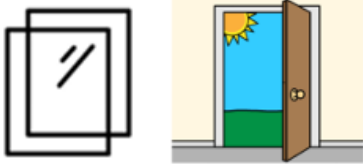


Your Service Schedule will detail all the supports you will receive and will align to the most current version of this Service Agreement Statement.

## Responsibilities of Service Provider



We will safely store files for your privacy



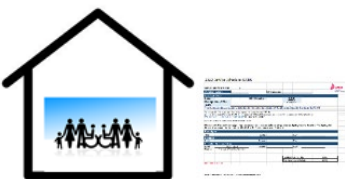
We will be open, honest and transparent



We will provide you enough time when there is a change of support



We will listen to your feedback



We will provide supports for you in line with your Service Schedule

## Easy English Service Agreement Statement

### Responsibilities of Participant and Nominees



To let us know 48 hours before if you cannot attend or need to change a support



If engaging in a Program of Support (not in a TAFE course), provide 2 weeks notice if you want to withdraw from the program



To let us know if you have had a new NDIS plan, had it suspended or if you no longer have an NDIS plan



To work with us to ensure the participants needs are being met



To abide by  and  policies, procedures and rules



Let us know of any behavioural or high-risk concerns or criminal convictions



Contact us if you have any concerns about the Schedule of Support delivery

## Easy English Service Agreement Statement

### Cancellation or 'No Show'



If you wish to cancel a support session you need to let us know



You need to let us know 48 hrs before the session is due to occur



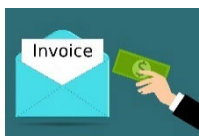
If you are engaging in a Program of Support, you will be invoice for the program even if you don't attend the session



To let us know, you can contact our office



Our phone number is 03 **55648720**



If you do not give us notice or you are engaging in a Program of Support, you will still be invoiced at 100% of the cost



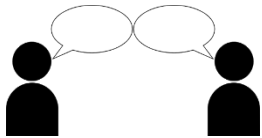
If you cancel or do not show up multiple times it may trigger an NDIS plan review

## Easy English Service Agreement Statement

### Changes to support



You will need to let us know if you would like changes made to your support



This needs to go through the NDIS Program Officers, NDIS officer, Disability Services Coordinator or Disability Services Manager



Support staff cannot make any changes to a participants Service Schedule



You can call us on 03 **55648720** or **0468 534 947**



Or you can email us [disability.support@swtafe.edu.au](mailto:disability.support@swtafe.edu.au)



An amendment may be made on your Schedule of Supports to reflect the change

## Program of Support

**12**  
WEEKS

Programs of Support will run a maximum of 12 weeks. You will have a different Program of Support each term



Cancellation period does not apply for a Program of Support, so you will be charged for the session even if you do not attend every week



If you want to withdraw from the program you will need to provide 2 weeks notice



SWDS will cover 30kms of travel for activities in each program. If there is additional travel, these km's will be invoiced to the participants

## Billable non face to face hours



Billable non face to face hours will be applied to your Service Schedule



These hours are to cover goal attainment, progress reporting and time spent individualising your Program



This reporting is provided to NDIA, your support coordinator and to you (on request) to support your continued NDIS funding

## Termination of Agreement and Services



The Service Agreement can be ended by the participant, nominee or



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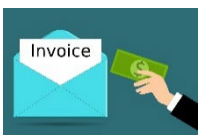
Two weeks notice is required to end the Agreement or withdraw from a Program of Support



In the event of a serious breach, this Agreement will be terminated immediately

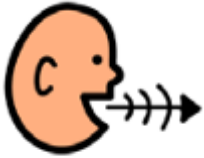


Where the Agreement expires, SWDS may stop providing supports



If supports are continued in faith participant will be invoiced for any costs

## Easy English Service Agreement Statement Complaints and Feedback



If a participant or nominee wish to give feedback or make a complaint, they may;



Phone: 03 55648720



Email: [disability.support@swtafe.edu.au](mailto:disability.support@swtafe.edu.au)



In person: Timor Street – Warrnambool Campus I Building



NDIS Quality  
and Safeguards  
Commission

If you feel you require further assistance you may contact the NDIS  
Quality and Safeguards Commission



1800 035 544



Or submit an online form at [www.ndiscomission.gov.au](http://www.ndiscomission.gov.au)



### Payments and costs

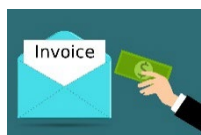
#### Invoices



Invoices will be distributed by us after the delivery of Service



If a TAFE vehicle is used for supports, each KM will be charged at .85c for car and \$1.85 for bus. If you are in a group when using the vehicle, you will all pay a small portion



Invoices will be sent to the nominated party on your Service Schedule, SWDS will be able to contact the nominated party throughout the duration of the Agreement.



Invoices will be payable within 30 days of when it is first invoiced. If it cannot be paid, contact **55648720** to discuss



Price increase will be automatic upon release on new NDIS price guide

#### GST

A supply of supports under this Service Agreement is a supply of one or more reasonable and necessary supports specified in the statement of supports included, under subsection 33(2) of the National Disability Insurance Scheme Act 2013 (NDIS Act), in the Participant's NDIS Plan currently in effect under section 37 of the NDIS Act.